

ALHUSSEIN HUSSEIN.

Address: 1 Bait Al-Qadi ST, Near Al-Hussein Mosque, Cairo, Egypt.

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Birthdate: 20/7/1997, **Marital status:** Single, **Military status:** Exempted.

Dedicated and results-oriented Customer Service Agent with [4] years of experience in delivering exceptional customer support and satisfaction. Adept at handling a wide range of customer inquiries, issues, and providing timely resolutions. Seeking to contribute my skills and expertise to a dynamic team at Webhelp to enhance customer experiences and drive positive outcomes.

EXPERIENCE

JAN 2020 – TO FEB 2022

SUBJECT MATTER EXPERT (SME) - CAREEM ACCOUNT | TELEPERFORMANCE.

- Specialized in the Careem account, serving as a Subject Matter Expert to provide in-depth knowledge and support to fellow team members.
- Conducted training sessions for new hires, sharing expertise on Careem-specific processes, policies, and customer service best practices.
- Developed and maintained a repository of Careem-related information, ensuring the team had access to the latest updates and resources.
- Contributed to the continuous improvement of Careem customer service operations through feedback and collaboration with relevant stakeholders.

MAR 2022 – PRESENT

CUSTOMER SUPPORT REPRESENTATIVE - ADIDAS | WEBHELP.

- Engage with customers via phone, email, and chat to address inquiries, resolve issues, and provide product information.
- Collaborate with cross-functional teams to escalate and resolve complex customer concerns, demonstrating a proactive approach to problem-solving.
- Utilize CRM systems to document customer interactions, track issues, and ensure accurate and timely follow-ups.
- Consistently achieve and exceed customer satisfaction targets through effective communication and empathetic support.

EDUCATION

JUN 2019

BACHELOR, SOCIAL WORK, HELWAN UNIVERSITY.

SKILLS

- Excellent communication and interpersonal skills.
- Proficient in using CRM software and ticketing systems [Salesforce – Zendesk]
- Proficient in using Microsoft office applications specifically Excel.
- Strong problem-solving abilities.
- Time management and multitasking skills.
- Empathetic and customer-focused approach.
- Adaptability and quick learning in fast-paced environments.

LANGUAGE SKILLS

- **Arabic** – Mother Tongue
- **English** – Fluent

REFERENCES

- *Samar Ghonaim. Supervisor at Teleperformance.*
Phone Number: 01129522139
- *Ziyad Nour: Assistant contact center manager at Teleperformance.*
Phone number: 01143151559
- *Mohamed Hassan, Supervisor at Webhelp.*
Phone Number: 01094444501
- *Ammar, Supervisor at Webhelp.*
Phone Number 01116266514